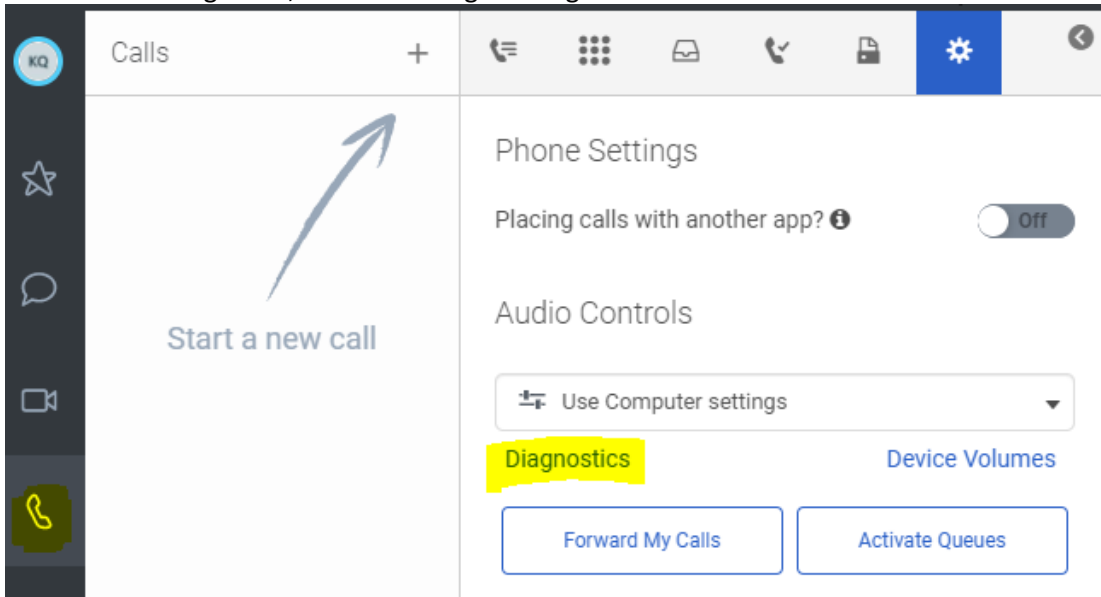
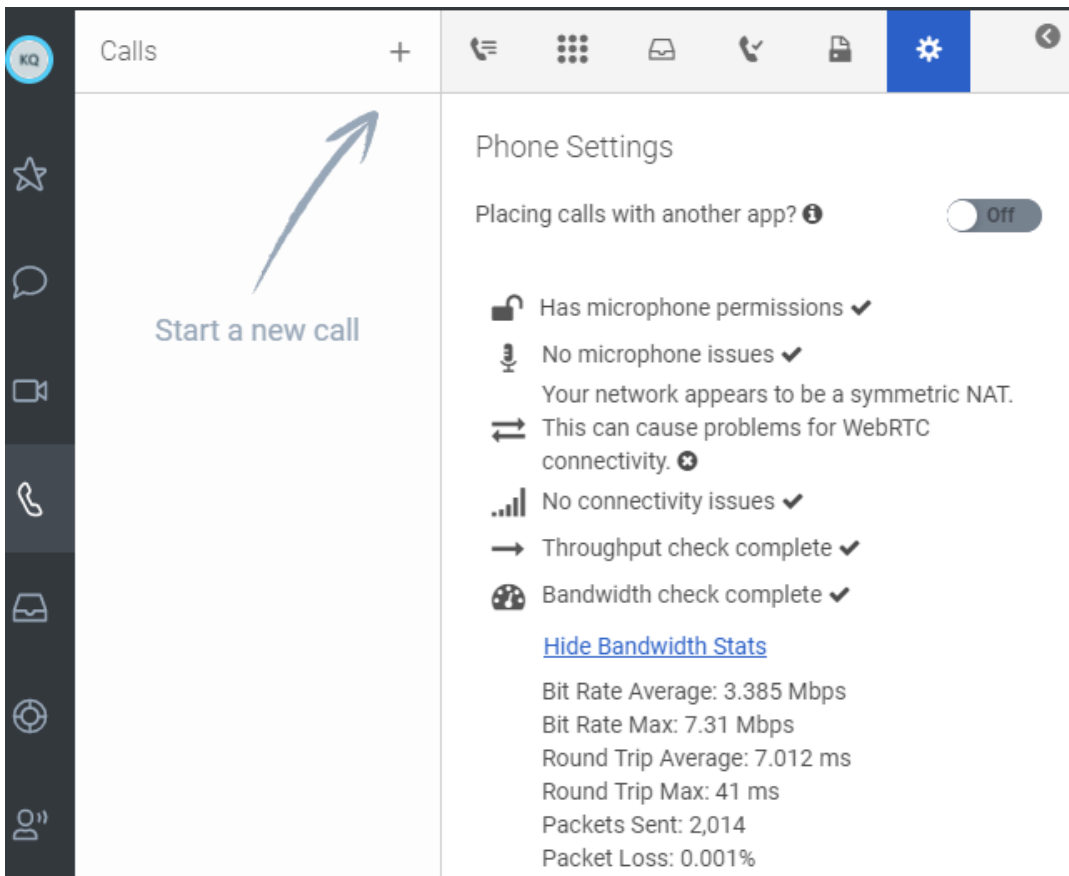


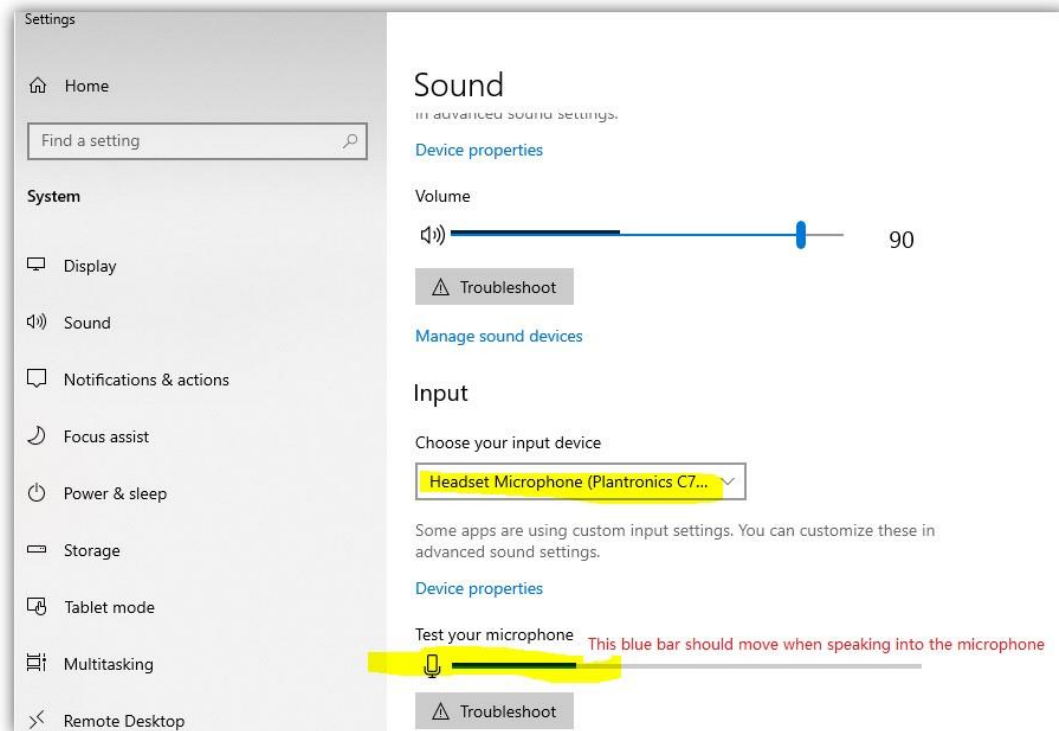
1. Make sure user is logged via Chrome browser with Internet connection.
Run WebRTC diagnostic, Calls -> Settings -> Diagnostics



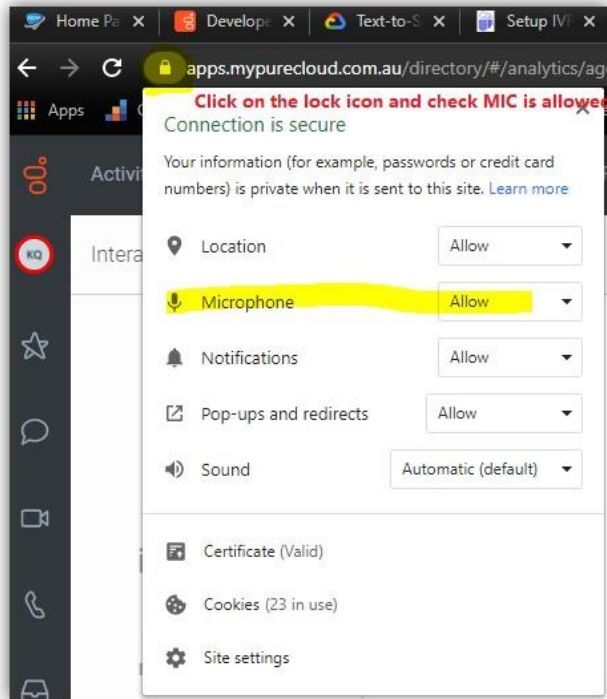
The test will take a couple of minutes to run, below is a sample of completed test results:



2. **If microphone checks failed**, check the following:
- check headset/microphone is connected, and Windows is picking up the MIC:



- User is logged in to Genesys Cloud from their local computer's Chrome browser, not inside the Citrix session.
- Microphone is allowed in the Chrome settings. If this is not allowed and cannot be changed to "Allow" by the user, then IT will need to resolve this due to their security policies



3. **If connectivity or bandwidth issues**, please try the following
 - a. Restart computer
 - b. Restart home Internet modem/router

4. **If all fails to resolve**, please try the following:
 - a. Clear ALL cache in Chrome browser, restart browser and login again.
Note: this will clear call browser history, including any saved passwords.
 - b. If above fails, setup remote phone, eg: mobile as the answering position.